
From: David Hughes
Sent: 24 February 2016 12:30
To: Chris Holt
Cc: Steve Blake; Gary Martin; Lynda Prentice
Subject: RE: Flat 196 Grenfell Tower

Hi Chris

Following our conversation, please could you send any information on issues in e-mail below.

I'm meeting the resident's daughter this afternoon at 4pm and need any information which might be relevant.

Let me know

Cheers

Dave

David Hughes
Site Manager

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From: Steve Blake
Sent: 23 February 2016 22:09
To: David Hughes; Gary Martin; Lynda Prentice
Subject: Fwd: Flat 196 Grenfell Tower

Dave,

On the whole the meeting went reasonable well.

A few actions but they will come through Friday.

Can you follow this one up and let me know if there is an unresolved on going issue here?

Heads up first.

Stephen Blake

Director

Rydon Maintenance Ltd.

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M

----- Original message -----

From: Peter Maddison <pmaddison@kctmo.org.uk>
Date: 23/02/2016 22:02 (GMT+00:00)
To: Claire Williams <clwilliams@kctmo.org.uk>, Steve Blake <SBlake@rydon.co.uk>
Cc: Peter Maddison <pmaddison@kctmo.org.uk>
Subject: Fwd: Flat 196 Grenfell Tower

Claire

Can you please look into this and let me have a briefing so I can call the resident on Friday?

Thanks

Peter

Sent from Samsung Mobile

----- Original message -----

From: William Thompson <[REDACTED]>
Date: 23/02/2016 19:53 (GMT+00:00)
To: Peter Maddison <pmaddison@kctmo.org.uk>
Subject: Fwd: Flat 196 Grenfell Tower

Sent from my iPhone

Begin forwarded message:

From: Mariem Elgwahry <[\[REDACTED\]](mailto:[REDACTED])>
Date: 22 February 2016 at 20:34:13 GMT
To: William Thompson <[\[REDACTED\]](mailto:[REDACTED])>
Subject: Flat 196 Grenfell Tower

Hi Peter, this is the email I promised to send you, please do your best to get these issues sorted out for this lady, thank you.
Willie.

Hey Willi,

Was good to see you this evening!

I really appreciate you passing forward my concerns on the aftermath of fitting the new boiler and windows as I am unable to attend the meeting tomorrow.

Since fitting the boiler we have had difficulty sleeping due to the noise the boiler makes. There is a loud buzzing noise which gets much worse in the evening and prevents both me and mother from sleeping. I raised this issue with Rydon on numerous occasions and until today they still don't know how to fix it. A simple answer as "we do not know what this could be" is just not good enough. The way it feels now is that Rydon are trying to fob us off as they don't have the answer and are now saying they have put a request for the contractor to come back and take a look however they can not give me a date or time as to when I will be hearing back from them. It has been so bad that my mum needs to wear ear plugs to try and help her sleep along with leaving the bedroom window open so the street noise can drown out the noise from the boiler.

On another note I mentioned that the windows let in a breeze and you can hear a whistling noise, this should not happen with double glazed windows. When raised to Rydon someone came up and accused me of not closing the flap at the top - this was a false accusation and once again I was fobbed off. Another incident happened where the window in my living completely came off the hinges and nearly hurt me and my mum as it was hanging off. We had to wait all weekend in the freezing winter for Rydon to get back in on Monday to only come in and accuse me of pulling at the window too hard. I wouldn't like to say I am weak but there is no way possible that I could of pulled the window hard enough for it to completely come off its hinges!

I would really appreciate it if someone from the TMO can get back to me on this and if this can be raised in the meeting tomorrow.

Please feel free to forward my email and contact number to the relevant member tomorrow.

Many thanks
Mariem
[REDACTED]

This e-mail message has been scanned for Viruses and Content and cleared

by MailMarshal

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